

ITEM NO: \_\_\_\_\_

PREPARED BY: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_

**A RESOLUTION APPROVING AN AMENDMENT TO THE EXISTING CONTRACT WITH AT&T GLOBAL SERVICES, INC. IN THE AMOUNT OF \$62,892.95 FOR TELECOMMUNICATIONS HARDWARE AND SOFTWARE FOR THE PURPOSE OF UPGRADING CORE OPERATING AND MANAGEMENT SYSTEMS ON THE FOUR PRIMARY TELEPHONE SWITCHES. THIS REQUIRES EXPENDITURE OF COUNTY GENERAL FUNDS IN THE AMOUNT OF \$62,892.95.**

**RESOLUTION SPONSORED BY COMMISSIONER JOE FORD**

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**WHEREAS**, Continuing Telecommunication support services are required by the County, and:

**WHEREAS**, Such services are being provided under a Master Agreement between AT&T Global Services, Inc. and Shelby County Government, Contract No: 108380, approved by the Commissioners on October 16, 2006, and:

**WHEREAS**, there is a need to increase the initial contract price to cover additional equipment, software and installation costs incurred by replacement of obsolete telecommunications hardware and software, as referenced in Exhibits 1-5, and:

**WHEREAS**, Funds for the payments of said services are from Information Technology Department FY2008-2009 Operations and Maintenance budget account 961-201501-7003 (Computer Hardware and Software) in the amount of \$62,892.95.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF SHELBY COUNTY, TENNESSEE**, That the contract amendment with AT&T Global Services is hereby approved.

**BE IT FURTHER RESOLVED**, That the contract amendment amount of \$62,892.95 is hereby approved.

**BE IT FURTHER RESOLVED**, That the Mayor of Shelby County is hereby authorized to execute the addendums to the Master Agreement between Shelby County Government and AT&T Global Services, Inc, an executed copy of which is to be placed on file in the Purchasing Department.

**BE IT FURTHER RESOLVED**, That funds in the amount of \$62,892.95 are hereby appropriated from FY2008-2009, Operations and Maintenance Budget, account number 961-201501-7003 Computer Hardware & Software, for payment for said equipment and installation services.

**BE IT FURTHER RESOLVED**, That the County Mayor and the Director of Administration and Finance are authorized to issue their warrants or warrants in amounts not to exceed \$62,892.95 for the purposes contained in this resolution to amend the existing Master Contract with AT&T Global Services and to take proper credit in their accounting therefore.

\_\_\_\_\_  
A C Wharton, Jr., County Mayor

Date: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
Clerk of County Commission

II. ADOPTED: \_\_\_\_\_

## SUMMARY SHEET

### **I. Description of Item**

A Resolution requesting an amendment to the County's telephone switch upgrade contract with AT&T Global Services, Inc. This contract was approved by resolution of the Commissioners on October 16, 2006 with a 'not to exceed' amount of \$1,360,906.92. An amendment approved by resolution of the Commission in December 2007 increased this amount by \$52,677.42 to \$1,413,584.34. This further amendment is requested to cover additional equipment, software, installation and other fees to:

1) Install essential software upgrades, related additional equipment, installation, and associated fees for Shelby County Government's four primary telephone switches:

- 1) Health Department (814 Jefferson) Nortel 1000M Multi-group switch.
- 2) East Admin (1075 Mullins Station) Nortel 1000M Multi-group switch.
- 3) Justice Center (201 Poplar) Nortel 1000M Multi-group switch
- 4) Disaster Recovery (6470 Haley Road) Nortel 1000E Multi-group switch

The project will upgrade the main operating software on each switch from version 4.0 (which will become unsupported by Nortel in December 2008) to version 5.5.

It will also upgrade the remote client for the management software, from version 2.2 to the current version 3.1 – this is the program used by Customer Support technicians to provide move/add/change services and reporting. Version 3.1 is the browser based product they have received intensive training on.

Operating software for the Call-Pilot voicemail system will also be upgraded where appropriate. Additional voice channels will be added to the Justice Center switch, which hosts certain services for the Health Department and East Admin switches.

At the Haley Road location, due to the switch design as a 'failover' for all the other switches, the upgrade is a 2-part process.

The upgrades will require additional hardware, installation and engineering fees in the amount of \$62,892.95, distributed as follows:

Addendum #11	East Admin	8,895.98
Addendum #12	Health Department	14,385.87
Addendum #13	Justice Center	28,437.37
Addendum #14	Haley Road (part -1)	5,277.74
Addendum #18	Haley Road (part-2)	5,895.99
<b>Total:</b>		<b>62,892.95</b>

These upgrades have no impact on ongoing annual maintenance costs.

### **II. Source and Amount of Funding**

\$62,892.95 from account #: 961-201501-7003 (Computer Hardware & Software)

### **III. Contract Items**

**A: Type of Contract:** Amendment of existing telecommunications contract with AT&T Global Services, Inc.

**B: Term:** FY 07-08

### **IV. Additional Information Relevant to Approval of this Item**

**TECHNOLOGY COORDINATION OFFICE**  
**Review and Opinion Regarding the Proposed PBX Software Version Upgrades for**  
**PBX Switches Located at the Health Department, East Administration, the Justice**  
**Center, and the Disaster Recovery Site (6470 Haley Road)**  
**June 23, 2008**

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**SPONSOR:** Jeff Yallope  
IT Manager, Customer Support & Telecom  
Central Information Technology  
Office Phone: 545-3477

**Cost Summary:**

Shelby County Justice Center (201 Poplar)	<u>O&amp;M</u>
Health Department (814 Jefferson)	\$28,437.37
East Administration (1075 Mullins Station)	\$14,385.87
Disaster Recovery Bldg (Haley Road)	\$8,895.98
<i>FY 2009 Total</i>	<u>\$11,173.73</u>
	<u>\$62,892.95</u>

**2009 Budget Impact**  
**Budgeted?**

**YES**

**PROPOSED VENDOR:** AT&T

**OVERVIEW:**

During calendar year 2007, the Shelby County Central Information Technology Department completed the installation / upgrade of four primary telephony (PBX) switches. These switches were upgraded to a common Nortel platform (vendor) with similar capabilities and technical specifications. Those switches are located at the Health Department (814 Jefferson), East Administration (1075 Mullins Station), the Justice Center (201 Poplar) and a Disaster Recovery site (6470 Haley Road). As part of the strategic plan for an integrated telecommunications infrastructure serving the Shelby County government, the software upgrades are required to support to an environment supportive of load-balancing and other measures to improve reliability and quality of service. *Additionally, the operating software on these switches is now due for upgrade in order to avoid lapse of vendor support for the installed PBX operating software.*

**OPINION:** **RECOMMENDED**

**BUSINESS NEED**

The installations of four primary PBX switches were completed in 2007, bringing them up to a common Nortel CS1000M and CS1000E equipment standard. The four switches are located at the Shelby County Justice Center (201 Poplar), the Health Department (814 Jefferson), East Administration (1075 Mullins Station), and at the Central IT disaster recovery building on Haley Road.

Historically, each switch has been over-trunked in order to cope with an influx of calls during peak periods and emergencies. With IP (Internet Protocol) technology more fully supported (as a result of these software upgrades), Shelby County moves a step closer in its strategic telecommunications infrastructure plan in which each switch can seamlessly transfer in-session calls to another in the event of capacity limitations or processor failure. This software technology will enable the reduction of trunking requirements (available phone lines), and thereby reduce the telecommunication monthly line charges when this technology is fully implemented. This is the result of routing outgoing call requests across the switch network to locate an available line.

The upgrade will also move Shelby County Government closer to being able to recover in a disaster scenario by failing over any 'lost' switches to the Disaster Recovery location at Haley Road. Finally, the software versions on these switches are now several versions out of date. The primary software will no longer be supported by the vendor as of 9/30/2008. *It is more expensive in the long run* to allow the software version on such switches to lapse out of vendor support.

#### **VALUE FOR THE FINANCIAL OUTLAY**

The software is being procured through AT&T, the vendor that installed the switches and is certified in Nortel maintenance, installations, and engineering modifications. The price for this upgrade appears to be competitive considering industry standards for such software upgrades and installations.

#### **DUE DILIGENCE**

Central IT has committed to closely monitoring the new installation to ensure the work is performed as specified.

#### **STRATEGIC FIT**

*These primary switches are the backbone of the Shelby County telecommunications infrastructure and also will play a central role in the long range Shelby County technology plan for a unified telecommunications infrastructure. It is therefore critical that these switches be maintained as close as possible to current software release levels.*

#### **INFORMATION SECURITY CONSIDERATIONS**

No risks foreseen.

Dennis Wilson, Ph.D.  
for the Technology Coordination Office

## Amendment to Agreement

CA084512

**THIS AMENDMENT** (hereinafter "Amendment") is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2008 by and between Shelby County Government (hereinafter "County") and AT&T Global Services, Inc. (hereinafter "AT&T").

**WHEREAS**, the parties previously entered into an agreement (hereinafter "Agreement") dated November 10, 2006, to perform installation of new equipment, and upgrades to existing equipment.

**WHEREAS**, the Agreement has previously been amended by the parties by on December 5<sup>th</sup>, 2007 and June 16<sup>th</sup>, 2008: and

**WHEREAS**, the parties now desire to enter into this Amendment to provide additional upgrades to existing equipment.

**NOW, THEREFORE**, for and in consideration of the mutual promises of the parties to this agreement and other good and valuable consideration, the receipt of which is hereby acknowledged, the parties hereto do hereby agree as follows:

1. The total cost for this Amendment to Agreement, shall not exceed Sixty Two Thousand, Eight Hundred and Ninety Two and 95/100 (\$62,892.95) Dollars payable in accordance with the terms of the Agreement.
2. "This Amendment shall be subject to and contingent upon the adoption of the Fiscal Year 2008-2009 Operating Budget and/or the appropriate future year's Operating Budget of Shelby County Government by the Board of County Commissioners and approval of the cost for this Amendment within said Operating Budget"
3. The terms and conditions of the original Agreement, except as amended herein, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Amendment on the \_\_\_\_\_ day of \_\_\_\_\_ 2008.

APPROVED AS TO FORM  
AND LEGALITY:

SHELBY COUNTY GOVERNMENT

\_\_\_\_\_  
Contract Administrator  
Assistant County Attorney

\_\_\_\_\_  
A C Wharton, Jr., Mayor

AT&T Global Services, Inc.

By: \_\_\_\_\_

Title: \_\_\_\_\_

### CORPORATE ACKNOWLEDGEMENT

STATE OF Tennessee  
COUNTY OF Shelby

Before me, the undersigned Notary Public, in and for the State and County aforesaid, personally appeared Jamie Spencer, with whom I am personally acquainted or proved to me on the basis of satisfactory evidence, and who, upon oath, acknowledged himself/herself to be president or other officer authorized by appropriate Corporate action and/or Resolution to execute the preceding instrument of the AT&T Global Services, Inc. the within named bargainor, a corporation, and that he as such Strategic Account Lead executed the foregoing instrument for the purpose therein contained, by signing the name of the corporation by himself/herself as Jamie Spencer.

WITNESS my hand and official seal at office this 26<sup>th</sup> day of June, 2008.

Phyllis Shrader  
Notary Public

My Commission Expires: May 20, 2012

